



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending June 30, 2006

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.40	5.70	6.00	5.70
B. Operator Answer Time - Information [730.510(a)(1)]	5.60	5.01	4.77	5.13
C. Repair Office Answer Time [730.510(b)(1)]	13.00	13.00	18.00	14.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	75.00 *	43.00	55.00	57.67
E. Percent of Service Installations [730.540(a)]	99.52%	99.42%	99.71%	99.55%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.81%	95.31%	99.85%	98.95%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.21	1.59	1.56	1.45
H. Percent Repeat Trouble Reports [730.545(c)]	7.18%	7.72%	6.82%	7.40%
I. Percent of Installation Trouble Reports [730.545(f)]	3.02%	2.61%	3.26%	2.96%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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